

## **Managed Long Term Care Implementation Workgroup Meeting Summary 2/9/2012 and 2/23/2012**

Email Address for Questions and Requests for additional agenda items:  
[mltcapps@health.state.ny.us](mailto:mltcapps@health.state.ny.us)

### **Maximus Presentation**

Material is available on the MRT Website in Supplemental Information  
Discussion Issues:

- Outreach Materials will be in large text and will be field tested with appropriate audiences. Utilizing best practices from other LTC programs to inform material development; sensitivity to frail elderly's needs throughout communication process.
- Plan specific lines of business will be clearly identified.
- DOH and Maximus working on identification of plan expertise in materials. Plans must be specific in the specialization, and have sound basis. DOH/Maximus will not act as plan's marketing agent, nor will materials contain objective plan differences.
- Draft materials will be shared, reactions are welcome but process must be treated with a sense of urgency.
- MMC process for undeliverable mail will be followed. Autoassignment clock is stopped, file produced for State/HRA reaction.
- No funding to specifically notify impacted Home Attendant Vendors as transition evolves; nor release Public Service Announcements. May conduct borough meetings.

Process:

- Notices for transition group will not identify current provider. Recipients will be directed to contact their current provider to determine if relationship with MLTCP. Also directed to contact Maximus for assistance. Working with HRA to determine role of CASA. Will consider possibility to identify the service; personal care, ADHC, etc.
- State to receive listing of CBO's etc.; intent to more widely distribute educational information. Outreach to groups that work with the impacted populations.
- Request for clear marketing guidelines for all parties impacted by mandatory MLTC: plans, FFS providers, etc. State to review.
- Goal is to provide documents articulating the steps and pathways for transition group and new users seeking CBLTC. Will conduct Maximus / MLTC Plan meetings.

### **2/2/2012 Items - additional discussion and follow up:**

- Consumer Satisfaction and Quality Data:
  - Consumer Satisfaction survey up on website. Suggest that people review this.
  - ([http://www.health.ny.gov/health\\_care/managed\\_care/mltc/pdf/mltc\\_plan\\_member\\_satisfaction\\_survey.pdf](http://www.health.ny.gov/health_care/managed_care/mltc/pdf/mltc_plan_member_satisfaction_survey.pdf))

- Rate Concept:
  - Mercer presenting at Managed Care Op Issues meeting on 2/16/12
- MLTC and MAP contracts
  - MLTC have been mailed. MAP mailed 2/10/12. PACE to follow. Models will be posted to website.
- Effective Date of Mandatory:
  - No CMS approval at this time. A revised implementation schedule will be issued. We are still working with CMS.
- Transition Plans for Personal Care in NYC:
  - Encourage plans to interface with recipient's current vendors for case information in targeted zip code.
- Education Materials and Noticing:
  - Draft has been sent to CMS.
  - Venue to share materials with interested parties will be determined.
- Home Attendant Vendors:
  - Policy statement and guidance for MLTCs contracting with Home Attendant Vendors to be issued shortly. Worker parity Q&A to be released shortly.
- LTHHCP:
  - Q & A document on LTHHCPs was released 2/7/2012 and is on website.
  - State has received a number of MLTC applications from LTHHCP.
  - There will be no adjustment of slots.
- CDPAP:
  - CDPAP workgroup goal for next meeting early March.
- NCQA accreditation of plans / monitoring of plans:
  - NCQA standards are very rigorous. Would create difficulties for plans, and restrict networks to providers with accreditation.

#### **Additional Issues Identified**

- Auto Assignment. Goal is for an intelligent assignment, emphasis on education to diminish auto assignment.
- ALP. How can this work with Managed Long Term Care and Mainstream. Specific questions to be submitted.

**February 23, 2012 Meeting  
1PM to 2PM**

**Agenda**

- Review of change to Enrollment Plan. Provided by Mark Kissinger, referencing the power point now posted to the MRT Web dated 2/16/12
- NYS APS Presentation. Power Point was distributed electronically to the original group. Plan to post to web.
- Discussion of Education Materials
- ALP

Clarification questions on new Enrollment Plan.

- NH Residents – Medicaid Only. Addressed by Vallencia Lloyd. With CMS approval, anticipated start is 10/1/2012 for transition to Mainstream.
- Phase II Transition. Based on experience in NYC, will evaluate need to transition services separately.
- Confirmed: Medicaid only individual who meets NH LOC may opt out of MMC into MLTC.
- Access to MLTC for new users will not change dramatically. Can request service at CASA or directly from MLTC. Cannot enroll until Medicaid is in effect. Goal is to eliminate delays.
- Target of 2,000 per month [24,000 for fiscal year] remains despite the change from 4/1 to 7/1. 2,000 per month will gravitate upward.

Request submission to Mark Kissinger evidence of any inappropriate enrollment information, Department will investigate.

**Education Materials for Mandatory:** DRAFT materials posted to MRT Supplemental website. Comments to be submitted through the MLTC mailbox by COB 3/1/2012. Communications will roll-out with CMS waiver approval.

**Next Managed Long Term Care Implementation Workgroup Meeting is:  
March 1, 2012 9:30am – 11:00am**

- **ALP and Managed Long Term Care**
- **Dual Eligible Initiative**